

APPENDIX 4

PERFORMANCE GOAL MATRICES¹

Strategic Goal 1 - A Prepared Workforce

Outcome Goal 1.1 - Increase Employment, Earnings, and Assistance

Performance Goal 1.1A: Of those Welfare-to-Work (WtW) participants placed in unsubsidized employment, 60 percent will remain in the workforce for six months with 5 percent average earnings increase by the second consecutive quarter following the placement quarter.

Results	<u>FY 2000: The goal was achieved.</u> Of those Welfare-to-Work (WtW) participants placed in unsubsidized employment, 84 percent remained in the workforce for six months with 59 percent average earnings increase by the second consecutive quarter following the placement quarter. FY 1999: Not applicable.
Indicator	Employment retention after six months/2 quarters; average earnings change after six months/2 quarters
Data Source	WtW Formula Grant Cumulative Quarterly Financial Status Report (FSR) WtW Competitive Grant Cumulative Quarterly Financial Status Report (FSR)
Baseline	FY 1999 Temporary Assistance for Needy Families (TANF) high performance bonus retention data (80 percent) PY 1997 and PY 1998 Job Training Partnership Act (JTPA) Title IIA welfare follow-up (14 weeks after termination) employment rate data (64 percent) FY 1999 TANF high performance bonus earnings gain data (23 percent) PY 1997 and PY 1998 JTPA IIA welfare average weekly earnings at follow-up (14 weeks after termination) entered employment rate data (\$303/week)
Comment	DOL's results were 24 percent and 54 percent higher, respectively, than the FY 2000 goals for retention and earnings. The 84 percent retention rate is attributed largely to the strong WtW post-employment and supportive services emphasis. The 59 percent earnings increase is being reviewed. It is likely to be inflated due to inconsistent grantee reporting. DOL anticipates raising the FY 2002 retention and earnings increase goals.

Performance Goal 1.1B: 64 percent of Job Training Partnership Act (JTPA) adult disadvantaged terminees will be employed one quarter after program exit with average weekly earnings of \$292.

Results	<u>PY 1999: The goal was achieved.</u> 66 percent of JTPA adult disadvantaged terminees were employed one quarter after program exit and their average weekly earnings were \$347. PY 1998: The goal was achieved. In PY 1998, 69 percent of JTPA adult disadvantaged terminees were employed one quarter after program exit, with average weekly earnings of \$338.
Indicator	Percent of terminees employed one quarter after program exit and their average weekly earnings.
Data Source	Standardized Program Information Report (SPIR)
Baseline	63 percent were employed one quarter after program exit with average weekly earnings of \$286 (PY 1995 data)
Comment	Effective July 1, 2000, the JTPA, Title II-A adult program was replaced in all States by programs under the Workforce Investment Act. Data for six states that implemented WIA early - Vermont, Kentucky, Florida, Indiana, Texas and Utah - are not included in the reported PY 1999 JTPA, Title II-A results.

¹ Results for the previous fiscal year (FY) or program year (PY) are shown when the same indicator is targeted for both years. When the target amount changes between years, both performance goals are also shown.

Performance Goal 1.1D: Assist 10,000 service-connected disabled veterans to find jobs.

Results	FY 2000: <u>The goal was achieved.</u> 14,508 special disabled veterans were assisted to enter employment. FY1999: The goal was achieved. 13,825 special disabled veterans were assisted to enter employment.
Indicator	Assisting unemployed service-connected disabled veterans to find jobs
Data Source	Reports submitted by State Employment Security Agencies
Baseline	FY 1998: 10,000 service-connected disabled (estimate)

Performance Goal 1.1E: The new Work Incentive Grant program will be implemented by September 30, 2000, with plans for 20 to 40 awards in State and local areas to enhance services for people with disabilities in the One-Stop Center environment.

Results	FY 2000: <u>The goal was achieved.</u> Grants were awarded to 23 State or local recipients.
Indicator	Number of areas with Work Incentive Grants (WIG)
Data Source	A grant program reporting system to be established.
Baseline	This is the first year for this program activity. A baseline will be established in FY 2001
Comment	The Department announced the grant awards to 23 State and local entities on October 25, 2000, as part of Disability Awareness Month celebrations. The grants will impact the workforce system under the WIA and will build upon initiatives set forth in the Ticket to Work and Work Incentive Improvement Act of 1999.

Performance Goal 1.1F: 27 percent of veterans that register with the Public Employment Service will enter employment and for DVOP and LVER staff the ratio will be 30 percent.

Result	FY 2000: <u>The goal was achieved.</u> For DVOP and LVER staff, the entered employment rate is 32 percent. The entered employment rate for veterans helped by the public employment service system is 32 percent.
Indicator	Number of veterans that register with the public employment service that either obtain employment or are placed in jobs for the first part, and for the second part, those who are helped by DVOP and LVER staff.
Data Source	ETA 9002 Reports and VETS-200
Baseline	This is the first year for this program measure. VETS is transitioning to this measure as a result of redevelopment of its strategic plan.

Performance Goal 1.1G: Prepare 25,000 women for the labor force by providing them with tools and education on equal pay, occupational segregation, pension benefits, dependent care, nontraditional occupations, safe and healthy workplaces, and rights in the workplace.

Results	FY 2000: <u>The goal was achieved.</u> The 31,588 women directly assisted surpassing the target of 25,000 by 26 percent.
Indicator	Number of individual women or employers provided direct assistance and/or consultation by the Women's Bureau. Number of women served through service providers or employers educated or provided information by the Women's Bureau. Number of women provided assistance to gain entry into nontraditional jobs through WANTO grants. Number of women provided assistance to gain entry into high-wage, high-tech careers. Number of young women (middle and high school age) who are given information to assist them in making informed decisions for careers in the high-tech industry.

Data Source	Regional and National Office Tracking/Ticketing System Regional and National Office Log of Correspondence from Customers Seeking Assistance Contractor reports Customer comment cards WB Evaluation Form (OMB approved) Grantee and contractor evaluation forms
Baseline	25,000 women
Comment	The 31,588 women reached directly in FY 2000 will serve as the baseline for a five percent increase in FY 2001.

Outcome Goal 1.2 - Assist Youth in Making the Transition to Work

Performance Goal 1.2A: 77 percent of the Job Training Partnership Act Program (JTPA) Title II-C youth trainees will be employed or obtain advanced education or job skills.

Results	<u>PY 1999: The goal was achieved.</u> A total of 80.4 percent of JTPA Title II-C youth trainees were employed or obtained advanced education or job skills. PY 1998: The goal was achieved. 84 percent were employed or obtained advanced education or skills.
Indicator	Percent of program trainees entering employment, enhancing education or acquiring job skills
Data Source	Standardized Program Information Reporting (SPIR)
Baseline	76 percent of JTPA youth trainees who entered employment or advanced education or job skills (PY1995)
Comment	While it is difficult to attribute the performance in program outcomes to any one factor, the JTPA program's focus over the last few years on basic academic skills, work ethics and applied job skills contributed to the increase in this goal. In addition, some of the success is attributable to the robust economy and the relatively low unemployment rate.

Performance Goal 1.2B: 75 percent of Job Corps trainees will get jobs or pursue further education, with those obtaining jobs having an average starting wage of \$6.50 per hour.

Results	<u>PY 1999: The goal was achieved.</u> 88 percent of Job Corps graduates pursued further education or entered employment including the military with a starting average hourly wage of \$7.49.
Indicator	Percentage of Job Corps graduates who obtain initial placement. Average hourly wage of graduates at initial placement.
Data Source	The Job Corps Management Information System
Baseline	Baseline is based on PY 1999 results.
Comment	The previous baseline using PY 1995 data has been replaced with PY 1999 results. The previous baseline was inconsistent with current indicator definitions as well as their availability. Updating the baseline to PY 1999 has resolved all issues.

Performance Goal 1.2C: Engage 1.5 million youth in School-to-Work (STW) activities.

Result	<u>PY 1999: The goal was fully achieved.</u> 1.6 million secondary school students participated in School to Work activities. PY 1998: The goal was not met. 1,055,775 secondary school students participated in School to Work activities.
Indicator	Number of students actively involved in School-to-Work activities
Data Source	Five-year School-to-Work national evaluation and program measures reported annually by participating States

Baseline	700,000 students were involved in STW classes in which traditional academic subjects are complemented by career-related instruction (Progress Measures reported by 27 States through June 1996)
Comment	1.6 million students were receiving an integrated academic and work-related curriculum as of June 1999. (Source: STW Progress Measures, 6/99)

Performance Goal 1.2D: At least 25 communities will be awarded Youth Opportunity Grants and collectively enroll 3,000 youth by the end of FY 2000.

Results	<u>FY 2000: The goal was achieved.</u> 36 communities were awarded grants and 5,194 youth were enrolled. FY 1999: Not Applicable
Indicator	Number of youth enrolled in program
Data Source	Grantee reports based on enrollment forms
Baseline	Not applicable in FY 2000
Comment	The goal measures establishing the program. Measures in FY 2001 and FY 2002 assess job retention and other placements for both younger and older youth.

Outcome Goal 1.3 - Provide Information and Tools About Work

Performance Goal 1.3A: Increase the percent of job seekers registered with the employment service who enter employment by one percent.

Results	<u>PY 1999: The goal was achieved.</u> The number of job seekers entering employment after receiving labor exchange services beyond registration increased by 2.75 percentage points in PY 1999 to 21.6 percent. PY 1998: The goal was not met. The number of job seekers entering employment after receiving labor exchange services beyond registration increased by 0.45 percent to 18.9 percent.
Indicator	Percent of job seekers registered with the employment service who enter employment.
Data Source	ETA 9002 A report.
Baseline	18.9 percent of job seekers registered with the employment service entered employment in PY 1998.
Comment	Guam not reporting.

Performance Goal 1.3B: Increase the number of total job openings listed with the public employment service by 20 percent.

Results	<u>PY 1999: The goal was achieved.</u> The number of job openings listed with the public employment service in PY 1999 increased by 21 percent over the previous program year to 10,195,835. PY 1998: The goal was not met. The number of listed job openings increased by 16.5% over the previous year.
Indicator	This is indicated by the number of job openings listed with State Employment Security Agencies (SESAs) plus the number of job openings listed directly on America's Job Bank (AJB).
Data Source	ETA 9002 B report and America's Job Bank Service Center
Baseline	3,265,248 jobs were listed with the public employment service in PY 1998.
Comment	Data was not received from Guam, Michigan, Minnesota, or Puerto Rico.

Outcome Goal 1.4 - Provide Information and Analysis on the U.S. Economy**Performance Goal 1.4A: Produce and disseminate timely, accurate, and relevant economic information.****Results**

FY 2000: The goal was substantially achieved. BLS missed targets for this goal as indicated by the timeliness results for the Employment Cost Index (ECI) and the quality results for the Producer Price Index (PPI). Detailed results are provided below.

FY 1999: The goal was not met. BLS missed the timeliness targets for the National Labor Force; Employment, Hours, and Earnings; and PPI, and the quality target for the PPI.

Program Area	Dimension	Indicator	Target	Result
National Labor Force	Timeliness	Percentage of releases that are prepared on time.	100%	100%
	Quality	Number of months that a change of at least 0.25 percentage point in the monthly unemployment rate will be statistically significant at the 90 percent confidence level.	12	12
Employment, Hours, and Earnings	Timeliness	Percentage of releases that are prepared on time.	100%	100%
	Quality	Root mean square error of total nonfarm employment (a measure of the amount of revision).	< 70,000	45,800
Consumer Prices and Price Indexes	Timeliness	Percentage of releases that are prepared on time.	100%	100%
	Quality	Number of months that the standard error on the 12-month change in the U.S. City Average All Items CPI-U Index was 0.25 percent or less.	12	12 ¹
Producer Prices and Price Index	Timeliness	Percentage of releases that are prepared on time	100%	100%
	Quality	Percent of domestic output, within the scope of the PPI, that is covered by the PPI: Goods produced Services produced Total production	85.1% 48.1% 59.2%	85.1% 44.4% ² 56.6% ²
Employment Cost Index	Timeliness	Percentage of releases that are prepared on time.	100%	75% ³
	Quality	Number of quarters the change in Civilian Compensation Less Sales Workers Index was within +/- 0.5 percent at the 90 percent confidence level.	4	4
Internet Usage	Access	Average number of user sessions each month.	707,347 (Baseline)	939,561

¹ In September 2000, BLS issued corrections to published Consumer Price Index (CPI) data for January to August of 2000 due to an error discovered in the housing component of the CPI. Between December 1999 and August 2000, the corrected CPI-U rose 2.7 percent. The index as originally published increased 2.6 percent. Although the error in calculation began in January 1999, revisions to 1999 data were not made because changes at the National level were not large enough to warrant re-publication under BLS policy. BLS is analyzing the processes behind this error to determine how they can be improved in the future.

² The result for the PPI was due to a delay in the publication of the Miscellaneous Retail Trade and the Stockbrokers Indexes. Methodological problems have been resolved and the indexes are expected to be published in February 2001.

³ The December 1999 ECI news release, released in January 2000, was delayed one day by a weather emergency.

Indicator	Percent of releases of National Labor Force; Employment, Hours, and Earnings; Consumer Prices and Price Indexes; Producer Prices and Price Indexes; and Employment Cost Index that are prepared on time; measures of quality for each Principal Federal Economic Indicator.
Data Source	Office of Publications and Special Studies report of release dates against release schedule of BLS Principal Federal Economic Indicators; press releases for each economic indicator.
Baseline	<p>Timeliness measures of 100 percent for each economic indicator. (Baseline is FY 1997.)</p> <p>Quality measures:</p> <p>National Labor Force: Number of months that a change of at least 0.25 percentage points in the monthly national unemployment rate will be statistically significant at the 90 percent confidence level (for an unemployment rate of 6 percent) = 12. (Baseline is FY 1997.)</p> <p>Employment, Hours, and Earnings: Root mean square error of total nonfarm employment (a measure of the amount of revision) is less than 70,000. (Baseline is FY 2000.)</p> <p>Consumer Prices and Price Indexes: Number of months that the standard error on the 12-month change in the U.S. City Average All Items CPI-U Index was 0.25 percent or less = 12. (Baseline is FY 1999.)</p> <p>Producer Prices and Price Indexes: Percent of domestic output, within the scope of the PPI, that is covered by the PPI: goods produced = 85.1 percent; services produced = 38.8 percent; total production = 52.6 percent. (Baseline is FY 1997.)</p> <p>Employment Cost Index: Number of quarters the change in the Civilian Compensation Less Sales Workers Index was within +/- 0.5 percent at the 95 percent confidence level = 4. (Baseline is FY 1998.)</p> <p>Internet usage measure: Average number of user sessions each month = 707,347. (Baseline is FY 1999.)</p>
Comment	In order to increase the relevance of BLS information, BLS consults with advisory councils and other researchers. In FY 2000, the Federal Economic Statistics Advisory Committee was inaugurated, a research conference on price statistics was held, and meetings of the BLS Business and Labor Research Advisory Councils took place.

Performance Goal 1.4B: Improve the accuracy, efficiency, and relevancy of economic measures.

Results	<p><u>FY 2000: The goal was achieved.</u></p> <p>FY 1999: The goal was achieved. Since the performance indicators are the accomplishment of milestones that are specific to the fiscal year, there is no continuity in indicators from year to year, even though the performance goal remained the same.</p> <p>Status summaries follow.</p> <p><i>Milestones for Significant New or Enhanced Efforts in FY 2000</i></p> <ol style="list-style-type: none"> 1. The three-year effort to implement the North American Industry Classification System (NAICS) was completed. Through the Federal/State process, 94 percent of units and 97 percent of employment and wages received NAICS codes. BLS has completed imputation for nonrespondents thus yielding a fully-coded ES-202 file for first quarter FY 2000. 2. Initiation of the first phase of the commodities and services samples from the Telephone Point-of-Purchase Survey (TPOPS) began in February 1999. The first samples were used in the October 1999 Consumer Price Index (CPI), which was released in November 1999. TPOPS initiation will continue on a regular semi-annual cycle in 2001 and thereafter. 3. In the Consumer Expenditure Survey, data collection for the urban area sample expansion was completed in March 2000. Processing of these data was completed in August. 4. Planning for the Employment Cost Index enhancement has been completed and the sample design has been finalized. The sample design for this initiative is now being implemented. 5. In the Producer Price Index, work was completed on the first annual directed-substitution endeavor. Directed substitution allows the PPI to substitute existing repriced product lines with new evolutionary versions of the product lines. Over two dozen industries were targeted for directed substitution and cooperation from respondents was excellent. Probability sampling techniques were utilized and quality adjustments were performed on approximately fifty percent of the substitutions. A new methodology has been proposed and accepted for quality adjusting the Microprocessors Index. The methodology utilizes standardized testing measures of processing speed upon which to base the quality adjustment.
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	<p>6. The web-based subscription service began on January 24, 2000, for the seven Principal Federal Economic Indicators that the BLS produces. In the third quarter, four news releases were added to the subscription list so that all monthly BLS news releases are now available through this system.</p> <p><i>Improvements from Sustained Efforts in FY 2000</i></p> <p>7. Employment, Hours, and Earnings: The percent of all payroll employees covered by the published national estimates based on a redesigned (probability) sample and estimator is 5 percent. Wholesale trade was converted. The reduction in the mean absolute benchmark revision in the redesigned portion compared with the corresponding historical mean for the same industries under the previous design is one-third. Since 2000 is the first year estimating with data from the redesign, the estimated reduction is based on data for only one year.</p> <p>8. Consumer Prices and Price Indexes: The use of hedonic quality adjustment was expanded in several ways. The January 2000 CPI, released in February, included hedonic quality adjustments to video cameras and several audio products. The April 2000 CPI, released in May, included quality adjustments to VCRs and DVD players. The CPI began quality adjusting the prices of microwave ovens, refrigerator/freezers, and college textbooks effective with the July index released in August 2000.</p>
Indicator	<p><i>Milestones for Significant New or Enhanced Efforts in FY 2000</i></p> <ol style="list-style-type: none"> 1. For the BLS universe file of establishments, complete NAICS 1997 survey refiling; all establishments contained in the BLS universe file of establishments have both Standard Industrial Classification System (SIC) and NAICS 1997 codes assigned for first quarter 2000 data. 2. New item samples are based on Telephone Point-of-Purchase Survey for the Consumer Price Index. 3. Complete data collection and processing of a larger Consumer Expenditure Survey sample (7,800 households for each of the diary and interview surveys). 4. Finalize the sample design to expand and improve the Employment Cost Index (7,000 additional establishments). 5. Conduct statistical research, develop procedures, and complete all planning for the new annual production process used to update rapidly changing industries in the Producer Price Index. 6. Press release announcing the web-based subscription system. <p><i>Improvements from Sustained Efforts in FY 2000</i></p> <ol style="list-style-type: none"> 7. Employment, Hours, and Earnings: Percent of all payroll employees covered by the published national estimates based on a redesigned (probability) sample and estimator, and the reduction in the mean absolute benchmark revision to payroll employees in the redesigned portion compared with the corresponding historical mean for the same industries under the previous design. 8. Consumer Prices and Price Indexes: Expand the use of hedonic quality adjustment.
Data Source	BLS Quarterly Review and Analysis System
Baseline	<p>Since the performance indicators are the accomplishment of milestones, baselines may not be applicable.</p> <ol style="list-style-type: none"> 1. Not applicable 2. Not applicable 3. 5,400 households for each of the diary and interview surveys (FY 1997) 4. 8,000 establishments (FY 1997) 5. Not applicable 6. Not applicable 7. Percent covered based on a probability sample and estimator is zero. No reduction in the mean absolute benchmark revision. (FY 1999) 8. Not applicable
Comment	Indicators for Goal 1.4B reflect the BLS commitment to continuous improvement of its statistical processes and products. The indicators are significant milestones towards the accomplishment of this improvement goal.

Strategic Goal 2 - A Secure Workforce

Outcome Goal 2.1 - Increase Compliance with Worker Protection Laws

Performance Goal 2.1A: Increase compliance with labor standards laws and regulations including young workers to 45 percent (6 percent increase over FY 1998 performance) in the Los Angeles garment industry and by 5 percent in poultry processing and the nursing home industry. Establish baseline for forestry and the agricultural commodity of garlic.

FY 1999 Performance Goal: Increase compliance with labor standards laws and regulations by five percent in the San Francisco and New York City garment industries; in the agricultural industries--establish baselines for the commodities of onions, lettuce, and cucumbers; and establish a baseline for residential health care (assisted living facilities).

Results	<p><u>FY 2000: The garment, poultry processing and healthcare (nursing homes) industry goals were not met.</u> The level of compliance in the Los Angeles garment industry was 33 percent -- not a statistically significant change over the FY 1998 level of 39 percent. The poultry processing compliance level was essentially zero -- a decrease from the 40 percent level of compliance in 1998; the nursing home compliance level was 40 percent. <u>The forestry and agriculture (garlic) goals were met.</u> Established baselines of 30 percent in forestry (planting and thinning) and 38 percent in garlic.</p> <p>FY 1999: The garment goal was not met, remaining goals were met. A compliance baseline of 57 percent for residential health care (assisted living facilities) was also established during FY 1999.</p>
Indicator	Trends in compliance/violation rates by industry (NAIC Code); changes in results of compliance surveys in targeted industries.
Data Source	Wage Hour Investigator Support and Reporting Database (WHISARD); results of compliance surveys.
Baseline	<p>Industry/sector-specific data</p> <p>79 percent compliance in the San Francisco garment industry (1997)</p> <p>37 percent compliance in the New York City garment industry (1997)</p> <p>22 percent compliance in the Los Angeles garment industry (1994)</p> <p>49 percent compliance in cucumber commodity (1999)</p> <p>42 percent compliance in onion commodity (1999)</p> <p>65 percent compliance in lettuce commodity (1999)</p> <p>70 percent compliance in the nursing home industry (1997)</p> <p>57 percent compliance in residential health care (assisted living facilities) (1999)</p> <p>40 percent compliance in the poultry processing industry (1998)</p> <p>38 percent compliance in garlic commodity (2000)</p> <p>30 percent compliance in forestry (planting and thinning) (2000)</p>
Comment	Because there is no unbiased industry-wide database on labor standards violations or compliance, Wage and Hour faces a challenge in determining industry-wide levels of compliance, measuring changes in compliance and attributing causality for any changes. To determine the impact of Wage and Hour efforts, a statistically sound method for establishing baselines and measuring compliance was developed using investigation-based compliance surveys of targeted industries and areas.

Performance Goal 2.1B: Increase compliance by 5 percent among employers, which were previous violators, and the subject of repeat investigations in the Los Angeles garment industry, poultry processing and nursing homes; and establish baselines for forestry and the agricultural commodity of garlic.

FY 1999 Performance Goal: To increase compliance among employers, which were previous violators and the subject of repeat investigations, establish baselines in the San Francisco and New York City garment industries; in the agricultural commodities of lettuce, cucumbers, and onions; and in the residential health care industry.

Results	<p><u>FY 2000: The garment, poultry processing, healthcare (nursing home) and agriculture (garlic) goals were not met.</u> Goal accomplishment could not be measured for the Los Angeles garment industry. During FY 2000, it</p>
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	<p>was determined that the FY 1998 baseline (25 percent) established for the Los Angeles garment industry did not include a large enough sample to be statistically reliable. Therefore, a statistically valid baseline (37 percent) was established in FY 2000 using a valid sample size. The compliance level in poultry processing was zero – a decrease from the 40 percent level of compliance in 1998. The nursing home compliance level was 41 percent. The goal to establish a baseline for garlic was not met because there was not a sufficient number of garlic producers previously found in violation (and thus in the survey) to develop a statistically valid baseline. A survey in FY 2002 will be used to determine a statistically valid baseline. <u>The forestry goal was met.</u> A compliance baseline of 15 percent was established in forestry (planting and thinning).</p> <p>FY 1999: The garment goal was not met, remaining goals were met.</p>
Indicator	Trends in compliance/violation rates by industry (NAIC Code); changes in results of compliance surveys in targeted industries.
Data Source	Wage Hour Investigator Support and Reporting Database (WHISARD); results of compliance surveys
Baseline	<p>Industry/sector-specific baseline data</p> <p>37 percent compliance in reinvestigated Los Angeles garment industry (2000)</p> <p>86 percent compliance in reinvestigated San Francisco garment industry (1999)</p> <p>52 percent compliance in reinvestigated New York City garment industry (1999)</p> <p>76 percent compliance in reinvestigated nursing homes (1997)</p> <p>55 percent compliance in reinvestigated residential health care (assisted living facilities) (1999)</p> <p>40 percent compliance in reinvestigated poultry processing (1998)</p> <p>43 percent compliance in reinvestigated lettuce commodity (1999)</p> <p>42 percent compliance in reinvestigated onion commodity (1999)</p> <p>37 percent compliance in reinvestigated cucumber commodity (1999)</p> <p>15 percent compliance in reinvestigated forestry (planting and thinning)(2000)</p> <p>Baseline for garlic to be determined</p>
Comment	Because there is no unbiased industry-wide database on labor standards violations or compliance, Wage and Hour faces a challenge in determining industry-wide levels of compliance, measuring changes in compliance and attributing causality for any changes. To determine the impact of Wage and Hour efforts, a statistically sound method for establishing baselines and measuring compliance was developed using investigation-based compliance surveys of targeted industries and areas. Based on results, specific industries and/or industry sectors will be resurveyed every 2 to 3 years.

Performance Goal 2.1C: To increase child labor compliance, establish baselines in the restaurant and grocery industries where data indicate that the risk of serious injury of young workers is greatest.

Results	<p><u>FY 2000: The goal was achieved.</u> The compliance surveys established a baseline of 79 percent in full service restaurants, 70 percent in fast food restaurants, and 82 percent in grocery stores.</p> <p>FY 1999: N/A</p>
Indicator	<p>Trends in compliance rates in those selected industries (NAIC code) where data indicate risk of serious injury to young workers is greatest.</p> <p>Specific program interventions to be completed during FY 2001 will be determined based on assessment of the results of the FY 2000 compliance survey.</p> <p>Targeted percentage of program improvement will be set following assessment of the results of the FY 2000 compliance survey. Accomplishment of targeted improvement will be measured by the FY 2002 compliance survey.</p>
Data Source	Wage Hour Investigator Support and Reporting Database (WHISARD); results of compliance surveys; industry data indicating serious injuries of young workers.
Baseline	<p>79 percent compliance in full service restaurants (2000)</p> <p>70 percent compliance in fast food restaurants (2000)</p> <p>82 percent compliance in the grocery stores (2000)</p>

Comment	<p>Because there is no unbiased industry-wide database on labor standards violations or compliance, Wage and Hour faces a challenge in determining industry-wide levels of compliance, measuring changes in compliance and attributing causality for any changes. To determine the impact of Wage and Hour efforts, a statistically sound method for establishing baselines and measuring compliance was developed using investigation-based compliance surveys of targeted industries and areas.</p> <p>Based on results, specific industries and/or industry sectors will be resurveyed every 2 to 3 years.</p>
Performance Goal 2.1D: To increase child labor compliance among employers previously investigated, establish baselines in the restaurant and grocery industries where data indicate that the risk of serious injury to young workers is greatest.	
Results	<p><u>FY 2000: The goal was achieved.</u> The compliance surveys established baselines of 53 percent in full service restaurants, 73 percent in fast food restaurants 72 percent in grocery stores.</p> <p>FY 1999: N/A</p>
Indicator	<p>Trends in compliance rates in those selected industries (NAIC code) where data indicate risk of serious injury to young workers is greatest.</p> <p>Specific program interventions to be completed during FY 2001 will be determined based on assessment of the results of the FY 2000 compliance survey.</p> <p>Targeted percentage of program improvement will be set following assessment of the results of the FY 2000 compliance survey. Accomplishment of targeted improvement will be measured by the FY 2002 compliance survey.</p>
Data Source	Wage Hour Investigator Support and Reporting Database (WHISARD); results of compliance surveys; industry data indicating serious injuries of young workers.
Baseline	<p>53 percent compliance in reinvestigated full service restaurants (2000)</p> <p>73 percent compliance in reinvestigated fast food restaurants (2000)</p> <p>72 percent compliance in reinvestigated grocery stores (2000)</p>
Comment	<p>This goal is to increase the level of compliance as a result of a Wage and Hour enforcement intervention. Data on entities covered in an investigation-based compliance survey that have previously been investigated by Wage and Hour, will be analyzed to compare those entities' compliance to the rest of the survey universe and to the entities prior compliance history. Data on the outcomes or repeat investigations will also be used to evaluate the relative effectiveness, or return on investment, of the various types of interventions.</p> <p>Based on results, specific industries and/or industry sectors will be resurveyed every 2 to 3 years.</p>
Performance Goal 2.1E: Achieve timely union reporting compliance such that a minimum of 87 percent of unions with annual receipts greater than \$200,000 timely file union annual financial reports for public disclosure access.	
Results	<p><u>FY 2000: The goal was achieved.</u> 87.2 percent of unions with annual receipts greater than \$200,000 timely filed union annual financial reports for public disclosure access.</p> <p>FY 1999: The goal was achieved. 89.8 percent of unions with annual receipts greater than \$200,000 timely filed union annual financial reports for public disclosure access.</p>
Indicator	Percentage of financial reports timely filed for public disclosure availability.
Data Source	Labor Organization Reporting System
Baseline	Timely filing of annual financial reports required of unions with annual receipts over \$200,000: 79 percent in FY 1997
Comment	The indicator reflects union compliance with laws established to ensure democratic practices and financial integrity in unions in the American workforce.

Performance Goal 2.1F: Increase by 2.5 percent both the number of closed investigations of employee pension and health benefits plans where assets are restored (to 819) and the number where prohibited transactions are corrected (to 301).

Results	<u>FY 2000: The goal was achieved.</u> 1,187 cases where assets were restored and 538 cases where prohibited transactions were corrected. FY 1999: The goal was achieved. 958 cases where assets were restored and 389 cases where prohibited transactions were corrected.
Indicator	Number of fiduciary investigations closed where assets are restored and the number where prohibited transactions are corrected.
Data Source	Enforcement Management Systems
Baseline	Average of FY 1998 and FY 1999. Number of closed investigations with assets restored -- 799; number where prohibited transactions are reversed -- 294.
Comment	The protection of plan assets is the primary investigative purpose. When plan assets have been potentially endangered by an imprudent act on the part of a plan fiduciary or have otherwise been misused, DOL seeks to have the transaction reversed to minimize potential loss or have the plan made whole through the restoration of assets.

Performance Goal 2.1G: Increase by 2 percent benefit recoveries achieved through the assistance of Pension Benefit Advisors to \$53 million

Results	<u>FY 2000: The goal was achieved.</u> The Department recovered \$67 million as a result of participant assistance.
Indicator	Benefit Recoveries
Data Source	The Technical Assistance and Inquiries System
Baseline	Average of the benefit recoveries achieved in Fiscal Years 1998 and 1999. (\$52 million)
Comment	The Department directly assists plan participants and beneficiaries in understanding their rights and protecting their benefits via its participant assistance program. The direct restoration or payment of benefits to participants without the need for any protracted or costly litigation is a primary objective of the Department.

Outcome Goal 2.2 - Protect Worker Benefits

Performance Goal 2.2A: Unemployed workers receive fair UI benefit eligibility determinations and timely benefit payments:

- **Increase to 24 the number of States meeting or exceeding the minimum performance criterion for benefit adjudication quality.**
- **Increase to 47 the number of States meeting or exceeding the Secretary's Standard (minimum performance criterion) for intrastate payment timeliness.**

Results	<u>FY 2000: This goal was substantially achieved.</u> 23 States met or exceeded the minimum performance criterion for benefit adjudication quality (nationwide, 70.3 percent of all nonmonetary determinations were adequate); 47 States met or exceeded the Secretary's Standard for intrastate payment timeliness (nationally, 89.9 percent of all intrastate first payments were made within 14/21 days). FY 1999: This goal was achieved.
Indicator	<i>Benefit adjudication quality:</i> number of States meeting or exceeding the minimum criterion that 75 percent of nonmonetary eligibility determinations have an adequate quality score (>80 points using standard review instrument) <i>Payment timeliness:</i> number of States meeting or exceeding the Secretary's Standard that 87 percent of intrastate 1st Payments be made within 14 days of the first compensable week- ending date if the State has a waiting week and within 21 days if it does not have a waiting week

Data Source	ETA 9056 Report (nonmonetary determinations quality); ETA 9050 Report (initial payments promptness)
Baseline	FY 1999: <i>Benefit adjudication quality:</i> 20 States met the minimum criterion for adequate nonmonetary determinations quality (nationwide, 70.3 percent of all nonmonetary determinations were adequate); <i>Payment timeliness:</i> 46 States met the Secretary's Standard for timely first payments (nationally, 89.6 percent of all intrastate first payments were made within 14/21 days).
Comment	The current UI validation program validates nonmonetary quality measures and the numbers of first payments but not payment time lapse. States are scheduled to begin implementing the UI Data Validation program in 2001 to validate most key performance measures. The Department will work through technical assistance and other means within the UI PERFORMS system to raise the number of States attaining all minimum performance criteria. These efforts, plus encouraging continuous improvement at all levels, will also raise national averages.

Performance Goal 2.2C: Increase by 1 percent the number of workers who are covered by a pension plan sponsored by their employer, particularly women, minorities, and workers in small businesses.

Results	<u>FY 2000: The goal was achieved.</u> The number of workers increased by 2 percent (From 47.6 million to 48.3 million). FY 1999: The goal was achieved. The number of workers increased by 5 percent (From 45.1 million to 47.6 million).
Indicator	The number of active workers within the categories that report participation in a proper pension plan sponsored by their current employer.
Data Source	March Income Supplement of the Current Population Survey, U.S. Bureau of the Census, 1998.
Baseline	FY 1997 Current Population Survey -- 45,093,000
Comment	The expansion of coverage within the private employer-sponsored pension system is one of the primary outcomes toward which PWBA's programs and policy initiatives are directed. Providing pensions to populations that have historically shown a lower coverage rate is a high priority within this larger goal.

Performance Goal 2.2D: Return Federal employees to work following an injury as early as appropriate as indicated by a 9 percent reduction from the baseline in the average number of production days lost due to disability. Reduce number of lost production days to 173 days in Quality Case Management (QCM) cases only and establish baseline for all cases.

Results	<u>FY 2000: The goal was achieved.</u> Average lost production days (LPD) measured for Quality Case Management cases in FY 2000 was 164 days. This represents a shortening of the average time away from work of 25 days when compared to the FY 1997 baseline year. The reduction also equates to a \$17.7 million savings in compensation costs. A new LPD baseline representing all cases was established at 68.3 workdays. FY 1999: The goal was achieved. Average LPD for cases measured in FY 1999 was 173 days against a target of 178 days.
Indicator	Average number of days lost due to disability for all cases.
Data Source	Federal Employees Compensation Act (FECA) data systems; Federal agency payroll offices; Office of Personnel Management employment statistics.
Baseline	Interim baseline for Quality Case Management (QCM) cases only is the FY 1997 actual -- 189 workdays. FY 2000 baseline: 68.3 workdays.
Comment	In FY 2000 ESA established a new baseline covering all federal employee injuries. Data for this much larger cohort requires the federal agency capture and reporting of "continuation of Pay" data. The Presidential Initiative "Federal Worker 2000" sets a goal for agencies to reduce disability data, and will give impetus to data collection. Because the inclusion of thousands of temporary Census 2000 workers employed by the Department of Commerce in FY 2000 would disproportionately skew the national result, the Commerce Department is excluded from the FY 2000 baseline calculation.

Performance Goal 2.2E: Produce \$66 million in cumulative first-year savings (FY 1999 -2000) through Periodic Roll Management (PRM)
FY 1999 Performance Goal: Produce \$19 million in first-year savings through Periodic Roll Management

Results	<u>FY 2000: This goal was achieved.</u> Cumulative first-year savings for FY 1999-2000 were \$72 million. FY 1999: The goal was achieved. PRM case review actions produced an additional \$20.8 million in FECA compensation benefit savings.
Indicator	The fiscal year amount of total periodic payment (compensation benefit) reductions in PRM universe cases.
Data Source	Periodic Roll Management System; Automated Compensation Payment System.
Baseline	For all cases with benefit actions in the measurement year, the periodic payment amount paid at time of their entry into the PRM universe, compared to the periodic payment amount after benefit reduction. The methodology for measuring savings from compensation benefit adjustments and terminations was revised to coincide with PRM's integration into permanent operations.
Comment	Periodic Roll Management has proven highly successful in identifying potential for return to work and resolving cases leading to greater savings in benefit compensation (an additional \$317 million between 1992 and 1998). In FY 1999, Congress appropriated resources to fully staff all offices and integrate PRM into FECA program operations. This is accelerating savings in Federal workers compensation costs, and increasing the potential for returning workers to employment after recovery from an injury. Note: Decisions on cases under PRM review often result in adjustment or termination of benefits. On a case-by-case basis, and beginning with the first payment cycle after the benefit action, savings are scored for the remainder of the measurement (fiscal) year, producing the "first-year" savings for the case. First-year savings for all cases acted on in the measurement year are then combined producing the total first-year savings. The cumulative sum of first-year savings is matched against the goal as stated for each measurement year.

Performance Goal 2.2F: In the FECA program, save an additional \$5 million over FY 1999 compared to amounts charged through full-year implementation of fee schedules for inpatient hospital and pharmacy services; and save \$1.5 million compared to amounts charged for physician services through the Correct Coding Initiative.
FY 1999 Performance Goal: Save 19 percent annually versus amounts billed for Federal Employees' Compensation Act (FECA) medical services

Results	<u>FY 2000: This goal was achieved.</u> The FECA program saved \$34.5 million (61 percent over target) using fee schedules for Inpatient and Pharmacy services. This result was due, in large part, to a 37 percent overall increase in charges subject to fee schedules (including Outpatient Hospital and Physician charges) in FY 2000. The CCI review to identify duplicate and other improper billings saved another \$7.6 million, or \$6.1 million above the annual goal. FY 1999: The goal was achieved.
Indicator	Amounts paid versus amounts billed for drugs, hospital, and physician services. Average case costs for services paid for selected medical conditions adjusted for inflation and changes in the industry practices. Average case costs for all cases receiving medical services after adjustment for inflation.
Data Source	FECA Bill Pay System
Baseline	Overall Average Medical Cost Baseline: Average cost per case for cases receiving medical services in FY 1999. Fee Schedule Base: Amounts billed for drugs, hospital and physician services in the measurement year. Correct Coding Initiative (CCI) baseline: Amounts billed for physician and other professional services. Focus Review Baseline: Average annual cost per case per selected medical condition in FY 1998/FY 1999.

Comment	<p>The FECA program uses Fee Schedules to set payment levels for standard categories of billed medical services. Special automated bill review (CCI) identifies medical providers' duplicate and abusive billing practices, and facilitates evaluation and resolution of questionable bills before payment is authorized. Focus Reviews look at utilization of services by medical condition. These mechanisms, along with procedural changes and other quality controls, will reduce overall medical costs.</p> <p>Note: In FY 2000, FECA piloted Focus Reviews of a selected few types of medical conditions. The pilot will enable FECA to perfect the review technique and determine individual performance year targets beginning in FY 2001.</p>
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Performance Goal 2.2G: Each area of the country will be surveyed for all four types of construction at least every three years, and the resulting wage determinations validly reflect locally prevailing wage/benefits. In FY 2000, implement scanning technology and develop knowledge management technology; and complete analysis of BLS data and decide whether a Davis-Bacon reengineering or reinvention approach will be pursued in FY 2001.

Results	<p><u>FY 2000: Planned milestones to further the long term goal of issuing timely and accurate wage determinations were successfully completed in FY 2000.</u> As part of the Davis-Bacon reengineering approach, development of an electronic version of the Report of Construction Contractors' Wage Rates (Form WD-10) was completed, and an imaging/scanning program was developed to facilitate electronic data entry using the new WD-10 form. As part of the Davis-Bacon reinvention approach, at ESA's request, the Bureau of Labor Statistics (BLS) completed the last of four National Compensation Survey fringe benefit pilot surveys; provided 1998 Occupational Employment Statistics (OES) construction industry survey data for selected metropolitan areas; and provided a report of BLS' OES pilot program testing the feasibility of collecting information on the union status of employees.</p> <p>With the achievement of the above steps, both alternatives were developed to the point where an informed decision could be made, selecting the "reengineering" approach as the best method for achieving long-term improvement in the Davis-Bacon wage survey/wage determination program.</p> <p>FY 1999: Target activities for FY 1999 were accomplished.</p>
Indicator	Survey Planning Data Base maintained by Construction Resource Analysis (CRA) measures the length of time since the last survey in every county.
Data Source	Survey Planning Data Base
Baseline	Baseline to be determined and goal achieved in FY 2002
Comment	Although some incremental improvements may be realized and conceptual changes validated, almost all of the improvement will be accomplished at the end of the process when either a reengineered system is fully implemented or a BLS approach is adopted.

Performance Goal 2.2H: Reduce by 1 year the average timeframe to send final, accurate benefit determinations to participants in defined benefit pension plans taken over by PBGC

Results	<p><u>FY 2000: The goal was achieved.</u> PBGC reduced the average timeframe from 5 to 6 years in FY 1999 to the 4 to 5 year timeframe in FY 2000.</p> <p>FY 1999: Not applicable.</p>
Indicator	Timeliness of final benefit notification to participants in trusted plans.
Data Source	Participant Record Information Management System (PRISM). This is PBGC's database of participant information that provides reliable data and is subject to a variety of internal controls to assure data integrity.
Baseline	FY 1997: 7-8 years
Comment	PBGC believes that a three to four year processing time can be achieved and maintained. This limitation is largely a result of an intricate series of complex actions -- from verifying plan assets and participant data, to completing an actuarial valuation and financial and control group analysis. Sponsor bankruptcies and legal disputes over plan assets also complicate and stretch out the trusteeship process.

Outcome Goal 2.3 - Provide Worker Retraining

Performance Goal 2.3A: Under Job Training Partnership Act (JTPA) Title III for dislocated workers, 74 percent of program terminees will be employed at an average wage replacement (compared to their wage at dislocation) of 93 percent at termination; 76 percent will be employed one quarter after program exit at an average wage replacement rate of 97 percent.

Results	<p>PY 1999: <u>This goal was substantially achieved.</u> 71 percent of program terminees were employed with an average wage replacement rate at termination of 100 percent. Those who exited the program had an employment rate of 75 percent one quarter after program exit and an average wage replacement rate of 103 percent.</p> <p>PY 1998: The goal was achieved. 73 percent of program terminees were employed at an average wage replacement rate of 100 percent at termination, and 76 percent were employed one quarter after program exit at an average wage replacement rate of 102 percent.</p>
Indicator	Percentage of individuals reemployed after leaving the program. Wage Replacement Rate (Average wage after leaving the program as a percent of previous wage). Percentage of individuals reemployed one quarter after leaving the program. Wage Replacement Rate (Average wage one quarter after leaving the program as a percent of previous wage).
Data Source	Standardized Program Information Report (SPIR)
Baseline	In PY 1995, 72 percent of dislocated worker program terminees entered employment upon completion of the program, with a 92 percent average wage replacement rate, and 74 percent were employed one quarter after program exit with a 96 percent wage replacement rate.
Comment	Effective July 1, 2000, the JTPA, Title III dislocated worker program was replaced in all States by programs under the Workforce Investment Act. Early WIA implementation States that were previously key performers were not included in the PY 1999 JTPA report. This may have contributed to a slight performance decline in PY 1999.

Performance Goal 2.3B: 72 percent of Trade Adjustment Assistance (TAA) and NAFTA Transitional Adjustment Assistance (NAFTA-TAA) program participants will be employed upon termination and achieve at least 80 percent of their pre-separation wage.

FY 1999 Performance Goal: 72 percent of terminees from the Trade Adjustment Assistance (TAA) and North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA) programs to be reemployed.

Results	<p>FY 2000: <u>The goal was substantially achieved.</u> The summary data available for FY 2000 show that 64.6 percent * of TAA and NAFTA-TAA participants were reemployed at termination. On average, these terminees achieved 106.8 percent of their pre-separation wage.</p> <p>FY 1999: The goal was achieved.</p>
Indicator	Reemployment and earnings at termination.
Data Source	Trade Act Participant Report (TAPR).
Baseline	Incomplete as of this date.
Comment	* A Departmental review revealed that several States submitted TAPR reports that showed noticeably low reemployment rates. For eight of these States, the Department obtained the Social Security Numbers of those reported as unemployed for follow-up review. A match back to wage records resulted in a high percentage of those reported as unemployed at termination in the TAPR showing positive wages in the State wage record database in the quarter after termination. Counting these participants as reemployed raises the TAA/NAFTA-TAA reemployment rate for FY 2000 to 74.8 percent.

Strategic Goal 3 - Quality Workplaces

Outcome Goal 3.1 - Reduce Workplace Injuries, Illnesses and Fatalities

Performance Goal 3.1A: Reduce the number of mine fatalities and the non-fatal injury rate to below the average for the previous five years	
Results	<p><u>FY 2000: The goal was substantially achieved.</u></p> <p>Fatalities: Average FY 1995-1999 = 89; FY 2000 = 89</p> <p>Nonfatal-days-lost incidence rate: Average FY 1995-1999 = 3.83; FY 2000 = 3.45</p> <p><u>FY 1999: The goal was achieved.</u></p> <p>Fatalities: Average FY 1994-1998 = 92; FY 1999 = 82</p> <p>Nonfatal-days-lost incidence rate: Average FY 1994-1998 = 4.07; FY 1999 = 3.50</p>
Indicator	Coal and metal/nonmetal mine fatalities and nonfatal-days-lost incidence rate
Data Source	Mine Accident, Injury, Illness, Employment, and Coal Production System (30 Code of Federal Regulations Part 50 System)
Baseline	89 average fatalities for FY 1995-1999 (five-year average); 3.83 average nonfatal-days-lost incidence rate for FY 1995-1999
Comment	A five-year moving average is used to reduce irregular fluctuations in order to highlight trends in the performance measure.
Performance Goal 3.1B: Reduce by 5 percent the percentage of coal dust and silica dust samples that are out of compliance for coal mines and metal and nonmetal high risk occupations, respectively	
Results	<p><u>FY 2000: The goal was achieved.</u></p> <p>Coal dust goal: 5 percent reduction; Target: 11.7 percent; actual: 11.2 percent reduction</p> <p>Silica dust goal: < 85 index points; actual: 65.3 index points</p> <p><u>FY 1999: The goal was achieved.</u></p> <p>Coal dust goal: 5 percent reduction; Target: 12.4 percent; actual: 11.4 percent reduction</p> <p>Silica dust goal: <90 index points; actual: 75.1 index points</p>
Indicator	Percent of samples out of compliance with the respirable Coal Mine dust standard and the percent of high-risk occupation silica dust samples that are out of compliance with the Metal and Nonmetal Mine standard
Data Source	Coal Safety and Health Management Information System and Metal and Nonmetal Safety and Health Management Information System
Baseline	<p>Coal baseline: 13 percent not in compliance in FY 1998 based on 4,055 inspector samples; FY 2000 target at 11.7 percent -- a 5 percent per year reduction from the FY 1998 baseline.</p> <p>Metal and Nonmetal silica baseline set at 100 index points (1997-1998 data); FY 2000 target at 85 index points -- a 15 percent reduction from the baseline during the three years of measuring this goal.</p>
Comment	Respirable dust is one of the three major health hazards to miners. Prevention of pneumoconiosis (black lung disease) and silicosis is a priority health initiative.
Performance Goal 3.1C: Reduce three of the most significant types of workplace injuries and causes of illnesses by 7 percent (from baseline).	
Results	<p><u>FY 2000: The goal was achieved.</u></p> <p>Silica: Decreased by 59 percent</p> <p>Lead: Decreased by 36 percent</p> <p>Amputations: Decreased by 17 percent (CY 1996-1998)**</p>

Indicator	Silica: Percent change in the average of the average silica exposure severity per inspection. Lead: Percent change in the average of the average lead exposure severity per inspection. Amputations: Percent change in rate of amputations
Data Source	OSHA Integrated Management Information System (IMIS) (Silica and Lead) Bureau of Labor Statistics Annual Survey of Occupational Injuries and Illnesses (Amputations)
Baseline	Silica: 9.4 average silica exposure severity (IMIS FY 1996)* Lead: 4.8 average lead exposure severity (IMIS FY 1995)* Amputations: 1.45 per 10,000 employees (CY 1993-1995)
Comment	Silica: OSHA measured the average of the average silica exposure in establishments where OSHA had silica-related inspections.* Lead: OSHA measured the average of the average lead exposure in establishments where OSHA had lead-related inspections.* * Previously the indicator was defined as the average exposure severity for both inspections and consultations. The new indicator is calculated by averaging the exposures measured for each inspection and then taking the average for all inspections. The new method gives more weight to exposures in an establishment rather than the number of samples an OSHA inspector chooses to take. The new method uses OSHA inspections only, rather than onsite consultations, because the consultant addresses areas of the workplace that the employer wants addressed. ** CY 1999 BLS Annual Survey of Occupational Injury and Illness characteristic data for amputations will be available in April 2001. CY 2000 BLS Annual Survey of Occupational Injury and Illness characteristic data for amputations will be available in April 2002.

Performance Goal 3.1D: Reduce injuries and illnesses by 3 percent in five industries characterized by high hazard workplaces.

Results	FY 2000 data will be available December 2001.* <u>FY 1999: The goal was achieved.</u> Shipyard industry: Decreased by 28 percent Food processing industry: Decreased by 15 percent Nursing home industry: Decreased by 6 percent Logging industry: Decreased by 26 percent Construction industry: Decreased by 19 percent
Indicator	Shipyards, food processing, nursing homes, and logging: Percent change in lost workday injury/illness (LWDII) rates in industries per 100 full time workers. Construction: Percent change in lost workday injury rate in the construction industry.
Data Source	Bureau of Labor Statistics Annual Survey of Occupational Injuries and Illnesses
Baseline	Shipyards: 13.4 average LWDII rate per 1100 full-time workers for CY 1993-1995 Food processing industry: 8.9 average LWDII rate per 100 full-time workers for CY 1993-1995 Nursing Homes: 8.7 average LWDII rate per 100 full-time workers for CY 1993-1995 Logging: 7.2 average LWDII rate per 100 full-time workers for CY 1993-1995 Construction: 5.2 average LWDI rate per 100 full-time workers for CY 1993-1995
Comment	A three year moving average is used to reduce fluctuations in order to highlight trends in the performance measures. *2000 BLS LWDII rate data will be available in December 2001.

Performance Goal 3.1E: Reduce injuries and illnesses by 20 percent in at least 50,000 workplaces where the Agency initiates an intervention.

FY 1999 Performance Goal: Reduce injuries and illnesses by 20 percent in at least 25,000 workplaces where the Agency initiates an intervention.

Results	<u>FY 2000: The goal was achieved.</u> Lost workday injury and illness (LWDII) rates were reduced by 20 percent in 67,900 workplaces. FY 1999: The goal was achieved. Lost workday injury and illness (LWDII) were reduced by 20 percent in 50,100 workplaces.
Indicator	Number of workplaces where OSHA intervened and LWDII rates were reduced by 20 percent.
Data Source	Study conducted by a researcher from Clark University.
Baseline	Tracking workplaces began with FY 1995 interventions. All workplaces where OSHA intervened and LWDII rates were reduced since FY 1995 will be counted towards the goal. Therefore, there is no need for a "baseline".
Comment	The researcher examined injury and illness data of establishments that had inspections, consultations, or high injury/illness rate notification letters. The study analyzed prior and post-intervention injury and illness rates for selected interventions. From these, the researcher projected the number of workplaces with selected interventions during FY 1995–FY 2000 where rates declined by 20 percent or more.

Performance Goal 3.1F: Decrease fatalities in the construction industry by 7 percent (from baseline), by focusing on the four leading causes of fatalities (falls, struck-by, crushed-by, and electrocutions and electrical injuries.)

FY 1999 Performance Goal: Decrease fatalities in the construction industry by 3 percent, by focusing on the four leading causes of fatalities (falls, struck-by, crushed-by, electrocutions and electrical injuries.)

Results	FY 2000 data will be available August 2001.* <u>FY 1999: The goal was not met.</u> Fatalities were decreased by 2 percent (CY 1997–1999).
Indicator	Percent change in the rate of fatalities.
Data Source	Bureau of Labor Statistics Census of Fatal Occupational Injuries
Baseline	Rate of 14.5 fatal occupational injuries per 100,000 workers for CY 1993-1995.
Comment	A three-year moving average is used to reduce fluctuations in order to highlight trends in the performance measures. *2000 BLS fatality data will be available August, 2001.

Outcome Goal 3.2 - Foster Equal Opportunity Workplaces

Performance Goal 3.2A: Increase by 5 percent (over the FY 1999 performance) the number of Federal contractors brought into compliance with the EEO provisions of Federal contracts via OFCCP's compliance evaluation procedures.

Results	<u>FY 2000: The goal was achieved.</u> The Department brought 3,353 contractors into compliance, an increase of 27 percent over FY 1999 performance. FY 1999: This goal was not met. In FY 1999, OFCCP brought fewer Federal contractors into compliance because it was found that more Federal contractors were already in compliance for various reasons. 93 percent of the goal was met.
Indicator	Number of Federal contractors brought into compliance following a compliance evaluation, a compliance check, submission of an EO survey, or a complaint investigation conducted by the Office of Federal Contract Compliance Programs (OFCCP).
Data Source	Case Management System and EO survey database.

Baseline	FY 1999 baseline: 2,648.
Comment	<p>Although DOL was successful in meeting this goal, revisions to the goal have been made for FY 2001 to more comprehensively measure the Department's mission and the effectiveness of our efforts in the EEO arena. DOL's new goal is "Federal contractors and subcontractors achieve EEO workplaces." The goal targets performance in the areas of:</p> <p>Improving the EEO performance of federal contractors and subcontractors within industries where data indicate the likelihood of equal employment opportunity problems is greatest;</p> <p>Improving the EEO performance of federal contractors and subcontractors that have had prior contact with ESA through evaluations, outreach, or technical assistance; and</p> <p>Reducing compensation discrimination by federal contractors and subcontractors.</p> <p>DOL expects to establish baselines for these new performance measures by the end of FY 2001.</p>
<p>Performance Goal 3.2B: To increase compliance with the equal employment opportunity (EEO) requirements among Federal contractors, establish a methodology by the end of FY 2000 to measure the effectiveness of OFCCP's education, technical assistance, and outreach efforts.</p> <p>Performance Goal 3.2C: To narrow the wage gap for protected groups within the Federal contractor reporting community, establish a methodology by the end of FY 2000 to identify wage disparities.</p>	
Results	<u>FY 2000: These goals were achieved.</u> Methodologies have been established for measuring program dimensions and are ready to be used in the FY 2001 plan.
Indicator	<p>3.2B: Number of Federal contractors brought into compliance following education, technical assistance and outreach efforts by the Office of Federal Contract Compliance Programs (OFCCP).</p> <p>3.2C: Narrow the wage gap between men and women within the Federal contractor reporting community.</p>
Data Source	<p>3.2B: Case file information; weekly reports; Case Management System.</p> <p>3.2C: To be determined by the end of FY 2000. Probable sources will be data from EO Survey, case file information, and BLS data.</p>
Baseline	3.2B/C: To be established in FY 2001.
Comment	<p>3.2B/C: ESA originally planned only to establish a methodology during FY 2000 for the above goals. Instead the agency focused much attention and effort on the revision of its strategic and performance goals, including the establishment of new outcome measures. For FY 2001 and beyond, performance in these areas will be incorporated as performance indicators within ESA's new overall goal of Federal contractors achieve equal opportunity workplaces.</p> <p>The goal targets performance in the areas of:</p> <p>Improving the EEO performance of federal contractors and subcontractors within industries where data indicate the likelihood of equal employment opportunity problems is greatest;</p> <p>Improving the EEO performance of federal contractors and subcontractors that have had prior contact with ESA through evaluations, outreach, or technical assistance; and</p> <p>Reducing compensation discrimination by federal contractors and subcontractors.</p> <p>DOL expects to establish baselines for these new performance measures by the end of FY 2001.</p>

Outcome Goal 3.3 - Support a Greater Balance between Work and Family

Performance Goal 3.3A: By replicating the West Virginia and other successful child care models, increase the number of States with child care apprenticeship programs from 29 to 39 and increase the number of new child care apprentices by 15 percent over the FY 1999 results (to at least 232).

Results	<p><u>FY 2000: The goal was achieved.</u> The number of States with child care apprenticeship programs increased to 39; the number of new child care apprentices increased to 700.</p> <p>FY 1999: The goal was achieved. At the end of FY 1999, there were 29 States with child care apprenticeship programs and 202 newly registered child care apprentices.</p>
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	Number of States with apprenticeships for child care providers and the number of new registered apprentices.
Data Source	Apprenticeship Information Management System (AIMS)
Baseline	At the end of FY 1998, 19 states had child care apprenticeship programs with 1,914 apprentices enrolled.
Comment	Despite the extent to which FY 2000 performance exceeded the target for this goal, the Department does not plan to raise the 20 percent increase in new child care apprentices targeted for FY 2001. Fewer new child care apprentice registrants are expected in future years. The Department's performance plans for future fiscal years will be refocused from participation levels to more outcome oriented goals that focus on quality and impact on earnings.

Performance Goal 3.3B: 20 percent (or 84) of the 420 employers enrolled in the Business-to-Business Mentoring on Child Care (BtB) initiative will implement family-friendly policies and programs for their employees and families.

FY 1999 Performance Goal: Increase by 420 the number of new employers who implement family-friendly policies and programs for their employees.

Results	<u>FY 2000: The goal was achieved.</u> One-hundred-and-nineteen employers implemented family-friendly policies for their employees or 28 percent of the employers enrolled in the program. FY 1999: The goal was not met. 398 employers were enrolled in the Business to Business Mentoring Initiative.
Indicator	The number of employers who implement family-friendly programs and policies for their employees.
Data Source	Reports from the BtB Intranet database, and OMB approved assessment form.
Baseline	Not applicable.
Comment	This pilot project concluded in September 2000. It was conducted on a small scale because of the labor and time requirements.

Outcome Goal 3.4 - Reduce Exploitation of Child Labor and Address Core International Labor Standards Issues

Performance Goal 3.4A: Progressively reduce exploitative child labor worldwide by increasing international support and funding of the most promising programs and projects in targeted countries

Results	<p><u>FY 2000: The goal was achieved</u> as reflected in the following supporting indicators:</p> <ol style="list-style-type: none"> 1. Increase number of countries ratifying International Labor Organization (ILO) Convention 182 on the Worst Forms of Child Labor. Result: A total of 37 countries(36 in FY 2000) ratified ILO Convention 182 on the Worst Forms of Child Labor. This Convention was unanimously adopted by the delegates to the International Labor Conference in June 1999. 2. Increase number of IPEC National Action Plans. Result: DOL funded two additional IPEC National Action Plans in FY2000 -- one in South Africa and the other in Yemen. 3. Increase awareness through reports, other publications, and website on exploitative child labor disseminated by ILAB. Result: ILAB published its sixth report on international child labor, <i>By the Sweat & Toil of Children: An Economic Consideration of Child Labor</i>. ILAB's International Child Labor Program's website provides information on child labor issues. ICLP receives numerous questions and requests for information from the public. ILAB funded a Global Campaign/Best Practices Conference to help raise awareness about child labor. This conference provided speakers from Africa, Asia, and Latin America with an opportunity to share their experiences in working to address child labor issues.
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	<p>4. 50,000 children targeted for prevention and removal from exploitative work.</p> <p>Result: In FY2000, ILAB targeted over 100,000 children for prevention and/or removal from exploitative work.</p> <p>FY 1999: Not Applicable</p>
Indicators	<p>1. Number of countries ratifying International Labor Organization (ILO) Convention 182 on the Worst Forms of Child Labor.</p> <p>2. Number of International Program for the Elimination of Child Labor (IPEC) Action Plans.</p> <p>3. Increased awareness through dissemination of reports, other publications, and website.</p> <p>4. Number of children targeted for prevention and removal from exploitative work.</p>
Data Source	ILO/IPEC and DOL/ILAB/ICLP
Baseline	Zero.
Performance Goal 3.4B: Raise workers' protection and the safety of work places in selected countries by improving core labor standards and social safety net programs	
Results	<p><u>FY 2000: The goal was substantially achieved.</u> Three of four performance indicators were met or surpassed; one indicator was not achieved. Results are reported after each indicator below.</p> <p>1. Eight USDOL project countries will commit to undertake improvements in assuring compliance and implementation of core labor standards in USDOL project countries which have accepted financial support from U.S.A./DOL in USDOL project countries which have accepted financial support from DOL.</p> <p>Result: A total of 12 projects in 35 countries to improve the protection of workers' basic rights were established</p> <p>2. Four project countries commit to undertake improvements in social safety nets funded by U.S.A./DOL, which may include labor market information systems; unemployment insurance/social security systems; employment creation, training/retraining and placement programs; occupational safety and health including the mining sector; workforce development initiatives for vulnerable groups</p> <p>Result: A total of 11 projects to economically empower workers were implemented in 34 countries</p> <p>3. Number of countries that improve social safety programs that protect workers and develop markets.</p> <p>Result: Projects in target countries were not funded until September 2000.</p> <p>4. Number of judicial and legal decisions which improve core labor standards and workplace safety standards.</p> <p>Result: In Mexico core labor standards have been approved with these actions:</p> <p>The Mexican Department of Labor signed a Joint Declaration with the United States and Canada, committing to promote that workers be provided information pertaining to collective bargaining agreements existing in their place of employment and to promote the use of eligible voters lists and secret ballot elections in disputes over the right to administer the collective bargaining contract.</p> <p>FY 1999: Not applicable</p>
Indicators	<p>1. Eight USDOL project countries will commit to undertake improvements in assuring compliance and implementation of core labor standards in USDOL project countries which have accepted financial support from U.S.A./DOL in USDOL project countries which have accepted financial support from DOL.</p> <p>2. Four project countries commit to undertake improvements in social safety nets funded by U.S.A./DOL, which may include labor market information systems; unemployment insurance/social security systems; employment creation, training/retraining and placement programs; occupational safety and health including the mining sector; workforce development initiatives for vulnerable groups</p> <p>3. Number of countries that improve social safety programs that protect workers and develop markets.</p> <p>4. Number of judicial and legal decisions which improve core labor standards and workplace safety standards.</p>
Data Source	ILO Reports; reports by government and nongovernmental organizations
Baseline	Current level of implementation

Department Management Goals

Financial Management

Performance Goal FM1: All DOL financial systems meet the standards set in the Federal Financial Management Improvement Act (FFMIA) and the Government Management Reform Act (GMRA)

FY 1999 Goal: DOL financial systems and procedures either meet the “substantial compliance” standards as prescribed in the Federal Financial Management Improvement Act (FFMIA) or corrective actions are scheduled to promptly correct material weaknesses identified

Results	FY 2000: The goal was <u>substantially achieved</u> . FY 1999: The goal was achieved.
Indicator	Percentage of the 14 financial systems in the Department in compliance with the Acts.*
Data Source	OIG audit.
Baseline	FY 1997: 8 of 14 systems in compliance (57 percent) ; FY 1998 9 of 14 systems in compliance (64 percent); FY 1999 17 of 22 (77 percent) systems in compliance.
Comment	* During the course of this goal, the number of systems under consideration became 17 due to reclassification of some systems as financial systems and elimination of others.

Performance Goal FM2: DOL meets all new accounting standards issued by the Federal Accounting Systems Advisory Board (FASAB) including the Managerial Cost Accounting Standard

Results	FY 2000: The goal was achieved.
Indicator	Percentage of FASAB standards met.
Data Source	OIG audit opinion in Accountability Report to be issued March 2001.
Baseline	FY 1997: DOL meets all current FASAB accounting standards.

Information Technology

Performance Goal IT1: Increase integration of DOL IT systems and extend access to automated services.

Results	<u>FY 2000: This goal was achieved.</u> Accomplishment of this goal is based on development of an Information Technology (IT) architecture for DOL (finalized March 16, 2000) and the publication of 96 percent of all documents relating to family friendly and lifelong learning programs on the DOL Intranet (LaborNet) providing a one-stop shop for employee information. FY 1999: NA
Indicators	1. Develop an IT architecture for the Department of Labor. 2. Publish 95 percent of documents on the LaborNet related to family friendly and lifelong learning programs and services providing a one-stop shop for employee information.
Data Sources	1. Documentation of an IT architecture. 2. Data from Webtrends and LaborNet.
Baseline	An approved IT common architecture does not exist. The number of documents and applications currently on LaborNet.
Comment	This performance goal is part of a five year strategy to develop and implement a DOL IT architecture which fully integrates appropriate systems common to DOL Agencies.

Performance Goal IT2: Increase the timeliness, accuracy, and general usefulness of DOL regulations, guidelines, and assistance materials on the Internet including the collection of public comments through an electronic forum.

Results	<u>FY 2000: This goal was achieved.</u> 150,000 documents are available to the public. There are 262.5 million hits per month.
	FY 1999: The goal was met. Over 100,000 pages were posted on the Internet and 95 percent of the LaborNet documents were indexed and are searchable by DOL employees - 200 percent increase over baseline.
Indicator	Number of hits on detail pages, number of hits on the searchable indices, and the number of public comments collected from webmaster inquiries.
Data Source	Documents available from Web Trends, Verity, and Webmaster comments received from the public.
Baseline	30,000 pages of published DOL regulations and general materials at varying levels of timeliness and accuracy, with search functionality at only the highest level. Electronic comment receipt is not operable as of FY 1998.

Performance Goal IT3: To ensure DOL services continue uninterrupted in 2000, a fully-developed and tested contingency plan can be invoked in the event of unanticipated failures of Departmental mission critical systems.

Results	<u>FY 2000: This goal was achieved.</u> DOL was prepared to implement appropriate contingency plans to minimize unanticipated problems occurring with mission critical systems, however, it was not necessary. FY 1999: The goal was met. All 61 DOL mission critical systems were repaired, replaced, and tested to process Year 2000 dates correctly.
Indicator	Number of contingency plans operational as a percentage of plans required, and number of outreach activities conducted.
Data Source	Agency systems analysis for each non-compliant system.
Baseline	The Department's 61 mission critical systems.
Comment	We anticipated 100 percent compliance, but developed contingency plans to offset unexpected problems. All mission critical systems are Year 2000 compliant.

Human Resources

Performance Goal HR1: Increase usage of career assistance and continuous learning programs and services by 20 percent over FY 1999.

Results	<u>FY 2000: This goal was achieved.</u> Continuous learning and career management programs and services were used 6,113 times by DOL employees. This represents a 55 percent increase over FY 1999. FY 1999: The goal was achieved. Continuous learning/development and career management programs and services were used 3,943 times by DOL employees. This was an increase of 42 percent over FY 1998.
Indicator	LaborNet usage, utilization of courses and services, evaluations, customer feedback, and biennial customer survey.
Data Source	Course attendance reports, Learn2 University monthly activity reports, sign-in logs, evaluation forms, customer feedback cards, repeat customers, and customer survey results.
Baseline	FY 1999 usage statistics and course/services completion numbers.
Comment	Goal redefined for FY 2000, requiring new baseline in FY 1999.

Performance Goal HR2: Increase participation in "family-friendly" programs by 10 percent from FY 1999 utilization.

Results	<u>FY 2000: This goal was achieved.</u> Average overall increase in utilization is 27 percent over FY 1999. FY 1999: The goal was achieved. Average overall increase for leave programs: 64 percent
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Indicator	Number of DOL employees participating in leave transfer programs and usage statistics for Employee Express and LifeCare.com.
Data Source	Employee participation reports, and monthly activity reports from LifeCare.com and Employee Express
Baseline	FY 1999: Participation and usage of resources and referral services and leave programs.
Comment	10 percent increase will be measured using the aggregate utilization rate of various employee-friendly programs.

Performance Goal HR3: Two of the ten major DOL agencies are reviewed and their EEO programs are found to be in compliance with the applicable civil rights laws and equal opportunity regulations.

Results	<u>FY 2000: The goal was substantially achieved.</u> One DOL agency (VETS) and a large agency component (ESA/OWCP) were found in compliance with the applicable civil rights and equal opportunity regulations, based on OASAM's reviews of the two organizations' equal employment opportunity policies and procedures. FY 1999: The goal was achieved.
Indicator	Number of agencies reviewed and that have in place all requirements outlined under 29 CFR 1614, Secretary's Order 3-96, and related statutes.
Data Source	Civil Rights Center Methods of Administration Evaluation Instrument.
Baseline	Two major DOL agencies.

Performance Goal HR4: Reduce the rate of lost production days (i.e., number of days employees spend away from work due to accidents and injuries) by two percent.

Results	<u>FY 2000: This goal was not met.</u> DOL reduced the rate of lost productions days to 57.1 days per 100 employees, a reduction of .5 percent. FY 1999: N/A
Indicator	Progress against DOL's rate of lost production days as established by OWCP in FY 2000.
Data Source	Office of Workers' Compensation Programs Charge-back System data.
Baseline	To be established by OWCP and OSHA during FY 2000.
Comment	There are two primary data sources for determining lost production days: (a) Continuation of Pay (COP) hours paid by DOL agencies and, (b) OWCP payment data. COP data is currently obtained manually by each agency which has prompted a partnership between OASAM and the Department's Office of the Chief Financial Officer (OCFO) to attempt to provide COP data through the Automated Time and Attendance (ATA) system for improvement of data reliability for the DOL employees having access to the automated system.

Performance Goal HR5&6: Reduce the injury/illness rate for DOL employees by 3 percent and improve the timeliness of filing injury claim forms by five percent.

Results	<u>FY 2000: This two-part goal was not met.</u> The injury-illness rate for DOL employees increased to 3.95 cases per 100 employees from the previous baseline of 3.71. The Department did, however, significantly improve the timeliness of filing injury claims, improving to 57.3 percent from the previous baseline of 47.4 percent. FY 1999: N/A
Indicator	Percent change in total case rate Office of Workers' Compensation Programs (OWCP) time-lag reports for federal agencies for submission of claim forms CA-1 and CA-2 within 10 working days or 14 calendar days.
Data Source	OWCP Table 2 Report, personnel data from DOL's Office of Budget, and ESA OWCP
Baseline	FY 1997: 3.71 injuries per 100 employees OWCP baseline data for FY 1998: 47.4 percent